

Priority Health is committed to providing our members with a range of preventive, primary care, and specialty services to meet the needs of all our members in each service area.

Standards of time and distance to a provider office as well as how many providers we have per the number of members in each region is listed below and is governed by our contract with MDHHS:

Provider Network Adequacy Standards												
	Large Metro		Metro		Micro		Rural		Counties with Extreme Access Considerations		All	
	Max Time (minutes)	Max Distance (miles)	Max Time (minutes)	Max Distance (miles)	Minimum Provider: Enrollees Ratio							
Primary Care – Adult*	10	5	15	10	30	20	40	30	70	60	1:500**	
Primary Care – Pediatric*	10	5	15	10	30	20	40	30	70	60	1:500**	
Hospital*	20	10	30	30	30	30	60	60	110	100		
Gynecology, OB/GYN*	10	5	15	10	30	20	40	30	70	60		
Cardiology	20	10	30	30	30	30	60	60	95	85		
Neurology	20	10	30	30	30	30	60	60	110	100		
Oncology – Medical, Surgical	20	10	30	30	30	30	60	60	110	100		
Oncology – Radiation	30	15	60	40	100	75	110	90	145	130		
Orthopedics/Orthopedic Surgery	20	10	30	30	30	30	60	60	95	85		
Occupational Therapy	20	10	45	30	80	60	75	60	110	100		
Physical Therapy	20	10	45	30	80	60	75	60	110	100		
Speech Therapy	20	10	45	30	80	60	75	60	110	100		
Outpatient Clinical Mental Health (Licensed, Accredited, or Certified Professionals) – Adult***	10	5	15	10	30	20	40	30	70	60		

Outpatient Clinical Mental Health (Licensed, Accredited, or Certified Professionals) – Pediatric***	10	5	15	10	30	20	40	30	70	60	
Psychiatry (including Psychiatrists, Psychiatric/Mental Health Nurse Practitioners) – Adult***	20	10	45	30	60	45	75	60	110	100	
Psychiatry (including Psychiatrists, Psychiatric/Mental Health Nurse Practitioners) – Pediatric***	20	10	45	30	60	45	75	60	110	100	
Dentistry: General Dentist	30	15	30	30	30	30	40	40	120	120	Kalkaska [1:692] Missaukee [1:873] Schoolcraft [1:806] All other counties [1:650]
Dentistry: Endodontics	30	15	60	60	60	60	120	120	120	120	
Dentistry: Oral Surgery	30	15	60	60	60	60	120	120	120	120	
Dentistry: Periodontics	30	15	60	60	60	60	120	120	120	120	
Dentistry: Prosthodontics	30	15	60	60	60	60	120	120	120	120	
Pharmacy	10	5	15	10	30	20	40	30	40	30	

To be counted in the Primary Care Provider (PCP) or General Dentistry ratio calculation, a provider must be enrolled in Medicaid and must be at least full-time (i.e., minimum of 20 hours per week per practice location).

*Must have minimum of 2 providers within the time/distance standards in the Large Metro and Metro counties.
 **Except when standard cannot be met because a geographic area does not have sufficient PCPs to meet this standard.
 ***Consistent with Covered Services and MHP responsibilities as defined in the Contract (including but not limited to Appendix 7).

To find what standards match your county, use this grid below:

Region	County	Peninsula	Geographic Designation	Region	County	Peninsula	Geographic Designation
Region 1	Alger	Upper	CEAC	Region 4	Mecosta	Lower	Micro
Region 1	Baraga	Upper	CEAC	Region 4	Montcalm	Lower	Micro
Region 1	Chippewa	Upper	Rural	Region 4	Muskegon	Lower	Metro
Region 1	Delta	Upper	Rural	Region 4	Newaygo	Lower	Micro
Region 1	Dickinson	Upper	Rural	Region 4	Oceana	Lower	Micro
Region 1	Gogebic	Upper	Rural	Region 4	Osceola	Lower	Rural
Region 1	Houghton	Upper	Rural	Region 4	Ottawa	Lower	Metro
Region 1	Iron	Upper	CEAC	Region 5	Arenac	Lower	Rural
Region 1	Keweenaw	Upper	CEAC	Region 5	Bay	Lower	Metro
Region 1	Luce	Upper	CEAC	Region 5	Clare	Lower	Micro
Region 1	Mackinac	Upper	Rural	Region 5	Gladwin	Lower	Micro
Region 1	Marquette	Upper	Micro	Region 5	Gratiot	Lower	Micro
Region 1	Menominee	Upper	Rural	Region 5	Isabella	Lower	Metro
Region 1	Ontonagon	Upper	CEAC	Region 5	Midland	Lower	Metro
Region 1	Schoolcraft	Upper	CEAC	Region 5	Saginaw	Lower	Metro
Region 2	Antrim	Lower	Micro	Region 6	Genesee	Lower	Metro
Region 2	Benzie	Lower	Micro	Region 6	Huron	Lower	Rural
Region 2	Charlevoix	Lower	Micro	Region 6	Lapeer	Lower	Metro
Region 2	Emmet	Lower	Micro	Region 6	Saint Clair	Lower	Metro
Region 2	Grand Traverse	Lower	Metro	Region 6	Sanilac	Lower	Rural
Region 2	Kalkaska	Lower	Rural	Region 6	Shiawassee	Lower	Metro
Region 2	Leelanau	Lower	Micro	Region 6	Tuscola	Lower	Micro
Region 2	Manistee	Lower	Rural	Region 7	Clinton	Lower	Metro
Region 2	Missaukee	Lower	Rural	Region 7	Eaton	Lower	Metro
Region 2	Wexford	Lower	Micro	Region 7	Ingham	Lower	Metro
Region 3	Alcona	Lower	Rural	Region 8	Berrien	Lower	Metro
Region 3	Alpena	Lower	Micro	Region 8	Branch	Lower	Micro
Region 3	Cheboygan	Lower	Rural	Region 8	Calhoun	Lower	Metro
Region 3	Crawford	Lower	Rural	Region 8	Cass	Lower	Metro
Region 3	Iosco	Lower	Rural	Region 8	Kalamazoo	Lower	Metro
Region 3	Montmorency	Lower	Rural	Region 8	Saint Joseph	Lower	Metro
Region 3	Ogemaw	Lower	Rural	Region 8	Van Buren	Lower	Metro
Region 3	Oscoda	Lower	Rural	Region 9	Hillsdale	Lower	Micro
Region 3	Otsego	Lower	Micro	Region 9	Jackson	Lower	Metro
Region 3	Presque Isle	Lower	Rural	Region 9	Lenawee	Lower	Metro
Region 3	Roscommon	Lower	Rural	Region 9	Livingston	Lower	Metro
Region 4	Allegan	Lower	Metro	Region 9	Monroe	Lower	Metro
Region 4	Barry	Lower	Metro	Region 9	Washtenaw	Lower	Metro
Region 4	Ionia	Lower	Metro	Region 10	Macomb	Lower	Large Metro
Region 4	Kent	Lower	Metro	Region 10	Oakland	Lower	Large Metro
Region 4	Lake	Lower	Rural	Region 10	Wayne	Lower	Large Metro
Region 4	Mason	Lower	Micro				

Timely Access Standards	
Type of Care / Appointment	Length of Time
Emergency Services	Immediately, 24 hours per day 7 days per week
Urgent Care	Within 48 hours
Routine Care	Within 30 business days of request
Non-Urgent Symptomatic Care	Within 7 business days of request
Specialty Care	Within 6 weeks of request
Acute Specialty Care	Within 5 business days of request
Mental Health*	Routine care within 10 business days of request
	Non-life-threatening emergency within 6 hours of request
	Urgent care with 48 hours of request
Prenatal Care – Initial Prenatal Appointment**	If enrollee is in first or second trimester: Within 7 business days of enrollee being identified as pregnant
	If enrollee is in third trimester: Within 3 business days of enrollee being identified as pregnant
	If there is any indication of the pregnancy being high risk (regardless of trimester): Within 3 business days

* Consistent with Covered Services and MHP responsibilities as defined in the Contract (including but not limited to Appendix 7).

**Appointment should be with Obstetrician, PCP, certified nurse midwife, or other advanced practice registered nurse with experience, training, and demonstrated competence in prenatal care.

Dental Timely Access Standards	
Type of Care / Appointment	Length of Time
Emergency Dental Services	Immediately, 24 hours per day 7 days per week
Urgent Dental Care	Within 48 hours
Routine Dental Care	Within 21 business days of request
Preventive Dental Services	Within 6 weeks of request
Initial Dental Appointment	Within 8 weeks of request